

April 29, 2010

TO: ALL OFFERORS

FROM: CARMEN HERRERA  
IT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL - CONTRACT NO. DTI-2010-122  
INMATE & PUBLIC COIN TELEPHONE SERVICES

**ADDENDUM #1**

This addendum is to advise all offerors of the following:

1. Questions and answers are attached, changes are as below:
  - a) #6 - revises 2.3.3. (e) and 2.3.4 (3); and
  - b) #11- amends 3.2.6.b.1 onsite storage requirement.
2. All other terms and conditions remain the same.
3. If you have any questions, please contact me at [Carmen.Herrera@state.de.us](mailto:Carmen.Herrera@state.de.us).

**Questions and Answers for Request For Proposal  
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- 1. In Section 3.4.2 the DTI has established a fixed commission schedule that declines over the term of the contract. Is it reasonable for potential vendors to conclude that the reason for the commission structure is to seek calling rates that are as low as possible given the fixed, declining commission schedule?**
  - a. The RFP specifies inmate commission rates will decline over the term of the contract. It does not restrict vendors from submitting fixed or variable public commission rates, inmate call rates and public phone call rates.
- 2. Will the lowest end user call rates be assigned the maximum points in the evaluation of commissions and rates, given the commission rates are fixed? If not, please define the State's needs with regard to end user rates?**
  - a. As stated in 2.3.4.6, call rates and commission structure will be evaluated. Public commission rates are not fixed, the RFP specifies inmate commission rates will decline over the term of the contract. It does not restrict vendors from submitting fixed or variable public commission rates, inmate call rates and public phone call rates. The State seeks to minimize end user costs.
- 3. Section 3.4.1 states that the commission to the State shall be in the form of a straight percentage of all originating, billable revenue. Please confirm that this precludes vendors from offering signing bonuses, up-front payments and any other incentive except for the mandated commission percentages documented in Section 3.4.2.**
  - a. It does not preclude vendors from offering signing bonuses, up-front payments and any other incentives.
- 4. In Section 3.2.7 (a.) Please confirm that the onsite training at each facility needs to be conducted for a minimum of six training sessions, two for each shift.**
  - a. As stated in 3.2.7(a), "On-site operational training at each correctional facility shall be provided. Classes shall be provided for each of the three employee work shifts. A minimum of two classes shall be held for each shift."
- 5. In Section 3.2.7 (c.) Please confirm that follow-up training is required on the 14<sup>th</sup> day following the initial training and that this training also needs to have a minimum of two training sessions for each of the three shifts.**
  - a. As stated in 3.2.7 (c), "Training shall take place on the day prior to system turn-up, the day of turn-up and 14 days thereafter to insure a thorough understanding of the equipment by prison employees. Training shall take place during each of three daily shifts as defined by the Department of Corrections."

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- 6. Section 2.3.3. (e) asks the Offeror to “Describe the methodology/approach used for this project including a sample work plan and time line” In the evaluation section described in section 2.3.4 (3) the Work Plan is evaluation as part of the Scope of Work and not under the evaluation element (2) for the installation of the system. Is it correct that the Work Plan should be more than the Implementation Plan and should include all the delivery of all required services including but not limited to maintenance, service administration and training?**

  - a. Section 2.3.3 is revised to read as follows: “Describe the methodology/approach used for the implementation of this project including a sample work plan and time line.” In 2.3.4 (3) replace “Work Plan” with “proposal”.
- 7. Some installation activities are best scheduled when the phones are not in use by the inmates and may require work outside the states normal business hours stated in the 3.1.14 of the RFP. Will the state restrict installation hours to only business hours, or will they work with the successful vendor based upon the optimum approach to the installation at each facility even if some of the work is not during strict business hours?**

  - a. Wardens have final approval authority regarding work hours at each facility.
- 8. Would the State please extend the due date to May 21, 2010 (2 weeks) to allow the Vendor’s sufficient time to provide a more comprehensive response?**

  - a. At this time, no extension will be granted by the State.
- 9. In the evaluation directions, the evaluators were advised not to score # 4 or # 6. Would the state provide more information regarding this? Were there more than one person evaluating sections #4 & #6? May we receive those score sheets along with the answers to the submitted questions?**

  - a. Proposals for contract DTI-2010-122 have not been received or scored, this question does not refer to request for proposal contract DTI-2010-122.
- 10. The RFP specifies the commission percentages will decrease each year. Does the state want the rates to remain the same or decrease each year as the commission does?**

  - a. The RFP specifies inmate commission rates will decline over the term of the contract. It does not restrict vendors from submitting fixed or variable public commission rates, inmate call rates and public phone call rates.

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- 11. For the continuous recording of all stations, 60 days of recordings shall be maintained on site; one-year's recordings shall be maintained off-site and shall be made accessible to the State by the Contractor. Recordings shall become the property of the Department of Corrections once recorded. Off-site storage may be acceptable if the State has full and immediate access to the data. Question: Based on Item F.14 on Page 37, the State is allowing storage of call recordings off site. Would the State also allow storage of call records off site for item 3.2.6.b.1 on page 39 if those call records would also be available for immediate access?**
- a. Yes. Off-site storage is acceptable if the State has full and immediate access to the data.
- 12. Page 37 – 3.2.4.F.12 - Contractor must have capability to coordinate with the previous vendor in order to provide access to the State's call recordings from the previous inmate telephone system. Recordings from the previous two systems (VAC and AGM) must be available to the State, at no cost to the State. Question: In the Previous RFP and Addendum 3, the State responded that it would work with the previous vendor on retaining previous recordings. Does this still apply?**
- a. The State will work with the previous vendor to manage the cost of keeping the legacy recordings; the newly selected vendor is still required to convert and provide access to data.
- 13. Will vendors have an opportunity to ask additional questions after they received answers to first set of questions?**
- a. Offerors may seek clarifications at the pre-proposal meeting; however, there will not be a second round for new questions outside that meeting.